CHAPTER I

INTRODUCTION

1.1 The Background of the Study

A speech act is an utterance that serves a function in communication. speech acts performed when someone offer an apology, greeting, request, complaint, invitation, compliment, or refusal.

In order to ask something or to ask somebody to do something, people often make requests. Request as one kind of speech acts that can be expressed in various ways. People show their requests in order to ask information, ask help, ask permission, and ask an addressee to do something for the speaker. When someone asks something, for example,"can you sign this form?" he is making a request, or," open your mouth?" he is also making a request.

Trosborg (1995: 187) points out that a request is "an illocutionary act whereby a speaker (requester) conveys to a hearer (requestee) that he/she wants the requestee to perform an act which is for the benefit of the speaker." This study deals with requestive speech act. It belongs to the category of directive. Searle (1975: 359) classifies a request as a directive speech act: one whose illocutionary purpose is to get the Hearer to do something. Searle describes a request specifically as act which counts as an attempt to get Hearer (H) to do an act which Speaker (S) wants H to do, and which S believes that H is able to do; and which it is not obvious that H will do in the normal course of events or of H's own accord (Searle, 1969: 66). This notion of an "act" which S attempts to elicit from H may include the purely verbal acts of giving information. In conclusion request is an

utterance attempt to get someone to do something. The expression of asking someone to do something can be express in many ways.

There are three types according to the level of directness scale proposed by Blum Kulka's theory (1989) the three types of requests include: direct requests (D), conventionally-indirect strategies (CI), and non-conventionally indirect (NCI) strategies (hints). Direct requests fall under five types namely: mood derivable, performatives, hedges performatives, obligation statements, wants statement. Conventionally indirect requests fall under two types namely suggestory formulae, query-preparatory. Non-conventionally indirect requests also fall under two types namely strong hints and mild hints.

Commonly, the various ways in making requests depend on the speaker who knows the addressee prefers to use direct request in order to express their request. The example of direct request is "leave me alone!" This utterance includes in mood derivable because it has clear sign that the illocutionary forces of the request and it is obviously seen from the grammatical mood of the verb. It is different from the request strategy used by the speaker who feels weird to the addressee; they will use indirect request strategy to show their request, such as "how about cleaning up the kitchen?" This utterance is counted as suggestory formula because the utterance expresses as a suggestion to do something or as a means of framing routine formula. In conclusion, The more direct the request, the more transparent it is, and the less of a burden that the recipient bears in interpreting the request.

The representation of gender in language can be realized in the form of words, phrases, sentences, and discourse (Mills, 1995:83). It is said that the way

male and female use language is different. Male speak clearly, directly and unambiguously ways. It is because male language indicates their dominance and they inclined show less solidarity to the other people. It is different from female language. Females are more often using the languages which show the solidarity and it would be seen more polite. In fact, both genders have different quality and quantity of language choice to use. In this case, male's and female's ways of making request are also expected to be different from each other.

Holmes (2001: 266) mentions that women tend to favors more polite and less direct forms of directives than men. For example, in a study of doctors' directives to patients, male doctors typically used imperatives (like *Eat more fruit),* while female doctors used less direct forms (like *Maybe you could try fresh fruit for dessert)"*. The choice of direct and indirect request usually based on the social distance between informants, their relative status, and the formality of the context. According to Holmes (2001), the social distance between the informants, the relative status, and the formality of the context are usually relevant. These factors affects on the suitable language choice. Holmes also added that request become less direct when there are less familiarity, togetherness, and solidarity between the speaker and the addressee.

Based on the preliminary observation, the researcher took one of examples of requestive speech act used by male and female at *Puskesmas*. This conversation happened between the administration staff (male) and the patient (female) in the registration room at *Puskesmas* Stabat in Langkat District.

Staf administrasi : "Bu bisa minta fotokopian KTP dan BPJS?"
(*Administration staff*) ("*Mom, can I ask KTP and BPJS's photocopy?"*)
Pasien : "belum difotokopi pak"
(*Patient*) ("*not yet copied it, sir*")

Staf administrasi : fotokopi ya buk ! selembar saja.
(*Administration staff*) ("*Copy it, mom! Just one piece*")
Pasien : Aduh.. cemana ni pak kaki saya patah, ga bisa pulalah fotokopi cukup jauh. Mau minta rujukan pula ni pak.
(*Patient*) ("*Ow... my leg is broken sir, I can't copy it far enough. I want to ask letter of recommendation, sir."*)
Staf administrasi : oh ya… (mengerti dan tidak meminta lagi fotokopian KTP dan BPJS)
(*Administration staff*) : ("*oh I see…*" (understand and not ask KTP and BPJS's photocopy anymore))

Based on the preliminary data above, the context is based on the interaction between the administration staff to the patient in the registration room to completed administration. In this case, the administration staff asked to complete the administration of KTP and BPJS's photocopy to the patient. The utterance of "*Can I ask KTP and BPJS's photocopy*" it used query preparatory. It is to be said so because the utterance containing reference to preparatory conditions (e.g., ability, willingness) as conventionalized in any specific language. Then the utterance of "*I want to ask letter of recommendation, sir*". It used want statement. It is to be said so because the utterance shows the request strategies of want statement which state the speaker's desire that she wants to carries out the act.

Based on this situation, the administration staff (male) and the patient (female) in the registration room at *Puskesmas*, they make their request in different ways when addressing to people. The administration staff (male) tends to use more conventionally indirect request strategies in addressing to the patient by means of query preparatory. It means that the administration staff (male) prefers to resort to more conventionally indirect requests strategies when addressing to the patient. While the patient (female) tends to use more direct strategies in addressing to the administration staff (male) by means of want statement. It means

that the patient (female) prefer to resort to more direct request strategies when addressing to the administration staff.

From the previous preliminary data, male tends to use more conventionally indirect request strategies while female tends to use more direct request strategies. This revealed that it is different from the theory which is pointed out by Holmes (2001: 266) she mentions that women tend to favors more polite and less direct forms of directives than men.

In requesting, male and female always faces several problems. One of them is inappropriateness to perform requestive speech act will affect the communication outcomes. The conversation may lead to an awkward situation which is not realized by the speakers. "the appropriate usage and selection of language in accordance with context and the ability to understand the social conventions that govern communication" (Xiaole, 2009). When someone prefer direct request it seems that face threatening act to the hearer. When a requester makes request, he/she attempts to exercise direct power over the hearer, so in this way, the requester has threatened the requestee's negative face (Trosborg, 1995). So, by studying and knowing how to make requests appropriately, of course, a requester can minimize FTA toward the hearer.

There were some previous researchers have already done with the discussion about requestive speech act. Prayogo, Tedjaatmadja and Maria (2013) investigated request strategies used by five street dance group leaders to their male and female members in the meetings. It was conducted to know the influence of gender toward the request made by the leaders in the street dance groups' meetings. The writer used the theory from Trosborg (1995) to classify the

request uttered by the leaders. He found that the leaders mostly used the same request strategy, which is direct strategy to both male and female members in the meetings and the leaders used more indirect strategies, such as mild hints to the female than the male members probably because the leaders tried to be more polite to the female members

While in Hassal's study (2003) here the focus was request strategies used by an Australia English learner of Bahasa Indonesian. The data was elicited through interactive role-play. He observed a high frequency of want statements in the learner data suggesting that students' resort to want statements when a complication develops during the request speech event. In addition, Sofwan and Rusmi (2011) investigated with request strategies realized by non-native speakers of English by looking at the social variables of power, distance and rank of imposition in the choice of request strategies. The findings showed that most of the teachers utilized conventionally indirect strategies, followed by direct strategies, and non-conventionally indirect strategies.

Then, Mardikayah and Noortyani, Rusma (2013) investigated the speech act of clinicians and patients at the health center Peat Banjar District. The data in this study was the utterances by physicians and patients in the health center. The source of data obtained from physicians and patients in the form of speech recordings and interviews. The result of this study concluded that directive speech spoken male doctor is different from speech female doctors to patients of different gender and age.

The result of previous researches above leads the researcher to conduct a research about request but in different phenomenon. Since the research on the

differences between male's and female's language is very interesting. Therefore, the writer wants to do her study in the various way of making requests expressed both by male and female especially at *Puskesmas*, because she wants to find out whether or not the differences of gender also exist in this area. So, in this study the researcher interest in requestive speech act used by male and female at *Puskesmas*.

1.2 The Problems of the Study

Based on the background of the study above, the problems of the study will be formulated as follows:

1) What types of requestive speech act are used by male and female at *Puskesmas*?

2) How are those types of requestive speech act realized by male and female at *Puskesmas*?

3) Why are requestive speech act realized the way they are?

1.3 The Objectives of the Study

In line with the problems, the objectives of the study are:

1) to investigate the types of requestive speech act used by male and female at *Puskesmas*

2) to explain how those types of requestive speech act are realized by male and female at *Puskesmas*

3) to find out the reasons why requestive speech act are realized the way they are

1.4 The Scope of the Study

This study is limited on requestive speech act particularly used by male and female at *Puskesmas* which is located at Jl. Palang Merah Stabat, Langkat, North Sumatra. It will investigate verbal interaction done by the doctors to the patients.

The informants' utterances will be analyzed based on the types of requestive speech act stated by Blum Kulka (1989) namely (1) Direct requests fall under five types namely: mood derivable, performatives, hedges performatives, obligation statements, wants statement. (2) Conventionally indirect requests fall under two types namely suggestory formulae, query-preparatory. (3) Non-conventionally indirect requests also fall under two types namely strong hints and mild hints.

1.5 The Significance of the Study

The findings of this study are expected to be useful for theoretically and practically in some respects. Theoretically, the findings of this study will be expected to enrich the theories of speech acts specifically requests, for students who want to observe males' and females' language in making requests.

Practically, the findings are expected to be useful for other researchers who are interested in analyzing requestive speech act used by male and female. Firstly, for the students they can enrich their knowledge about requestive speech act. Secondly, the result of this study can be a previous knowledge for the next researcher who wants to gain a deep insight especially about requestive speech act in different phenomenon.